

# Recruitment person specification

<b>Position title</b>	Community Council Liaison Officer (CCLO)
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Guidance on [how to complete a high quality person specification](#) is on the Orb.

## Role requirements

### Experience requirements

1. Experience of delivering customer-focused or community-facing services [Essential]
2. Experience working collaboratively within multi-agency or cross-service environments to achieve shared outcomes. [Essential]
3. Experience working with community groups, volunteers, or representative bodies, supporting their development and effectiveness. [Essential]
4. Experience interpreting policies, procedures, or governance frameworks and applying them in practice. [Essential]
5. Experience of leading or facilitating engagement, consultation, or outreach activities. [Essential]
6. Experience managing sensitive or confidential information appropriately, particularly in governance or public-facing contexts. [Desirable]
7. Experience supporting or advising committees, boards, or similar governance structures. [Desirable]
8. Experience working in a local government or public sector governance environment [Desirable]

### Knowledge, skills and understanding requirements

1. Ability to communicate clearly and effectively (verbal and written) with a wide range of stakeholders, including community representatives, elected members, and council officers. [Essential]
2. Strong organisational skills with the ability to prioritise competing demands, coordinate activities, and meet deadlines. [Essential]
3. Ability to analyse information, identify issues, and make sound, evidence-based recommendations. [Essential]
4. Strong interpersonal and facilitation skills, with the ability to build trust and maintain constructive relationships across organisational and community boundaries. [Essential]
5. Ability to work with diplomacy and professionalism when managing differing or conflicting viewpoints. [Essential]

6. Ability to work flexibly, independently, and with integrity in line with organisational values and behaviours. [Essential]
7. Awareness of local government structures, decision-making processes, and community planning frameworks. [Desirable]

### **Qualifications and training requirements**

1. Degree level qualification or equivalent relevant experience. [Essential]
2. Additional training or professional development in governance, community development, or public administration. [Desirable]

### **Job specific requirements**

1. Ability to travel to meetings and events across the city as required. [Essential]
2. Ability to work evenings and occasional weekends to attend community council meetings and related activities. [Essential]
3. Ability to represent the service professionally at internal and external meetings, including committees and public forums. [Essential]
4. Ability to maintain accurate records and comply with governance and data management requirements. [Essential]
5. Ability to contribute to training, guidance, or resource development for community representatives. [Essential]